



EFFECTIVE CALL CENTER TRAINING PROGRAM ASSESSMENT

Develop a Solid Framework and Clear Outcomes

- Have you defined success criteria and performance metrics? (Highly Important)
- Have you ensured clear, measurable learning outcomes for all training modules? (Highly Important)

Plan Comprehensive Onboarding

- Have you implemented a structured onboarding process that connects new hires to the team and company culture, even remotely? (Highly Important)
- Have you explained the daily operations and the importance of schedule adherence to new hires? (Nominally Important)

Embrace Blended Learning

- Are you using a mix of e-learning, live sessions, and practical exercises to accommodate different learning styles and environments? (Highly Important)
- Have you ensured that training delivery methods are flexible and adapt to both in-office and remote setups? (Highly Important)

Customize Training to Your Environment

- Have you tailored training content to reflect specific business processes, language, and customer types? (Highly Important)
- Are you using real-world examples and scenarios that are directly applicable to your agents' daily tasks in your e-learning? (Highly Important)

Focus on Soft Skills Development

- Have you prioritized training in empathy, communication, and problem-solving skills? (Highly Important)
- Are you incorporating role-playing and simulations to practice soft skills in controlled settings? (Highly Important)

Ensure Competency Through Rigorous Testing

- Do you regularly test both knowledge and practical application using quizzes, role-plays, and hands-on tasks? (Highly Important)
- Are you using scenario-based assessments to confirm agents can apply what they've learned in real-world contexts? (Highly Important)

Provide Ongoing Coaching and Feedback

- Are you offering intensive coaching and real-time feedback especially in the initial weeks following training? (Highly Important)
- Is your feedback and quality assurance aligned with the training rubric to ensure consistency? (Nominally Important)



Implement Continuous Improvement Practices

- Have you scheduled regular refreshers and microlearning sessions to combat the forgetting curve? (Highly Important)
- Are you fostering a culture of continuous learning and improvement within the organization? (Nominally Important)

Keep Training Content Updated

- Do you regularly review and update training materials to keep them current with changes in products, policies, and customer expectations? (Nominally Important)
- Have you ensured easy adaptability of e-learning content for quick updates? (Nominally Important)

HOW VEREQUEST CAN HELP

- ✓ Design and develop a detailed Rubric, QA Scorecard or set of Standards.
- ✓ Develop customized competency-based e-learning modules for most soft skills.
- ✓ Help you design a robust (but efficient) onboarding program.
- ✓ Create bespoke e-learning to help close the gaps in your learning.
- ✓ Provide highly skilled role-players to support scenario-based 'safe practice'.

Get in touch today and let's talk!

Plus obtain a FREE copy of Schedule Adherence e-learning just for chatting.

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